

Tandem Participation Register – Call out for Expressions of Interest (EOI)

Codesign to develop the model of care for the statewide peer call-back service – Stage 1: Oct to Nov 2023

Lived and living experience engagement opportunity with the Suicide Prevention and Response Office and the Lived Experience Branch in the Department of Health

Co-facilitated by [ImpactCo](#), Lead Codesign Agency and Tandem, Lived Experience Codesign Partners

Content note: Please be aware that some content in this document may be distressing – please consider how and when you read this information. See pages 10 to 11 for contact details for the Tandem Support and Referral Line and other support providers.

Project background

The Royal Commission into Victoria’s Mental Health System recommended that the Victorian Government establish a statewide peer call-back service for families, carers and supporters caring for people experiencing suicidal behaviour.

In making this recommendation, the Royal Commission recognised that families, carers and supporters play an important role in supporting people in suicidal distress and acknowledged the considerable strain on families, carers and supporters who may experience long-term stress and hypervigilance.

Further, the Royal Commission recognised that the current system does not provide adequate or holistic support to families, carers and supporters.

Key features of the lived experience peer call-back service as recommended by the Royal Commission include:

- families, carers and supporters will be able to call the peer call-back service to arrange a time that suits them, including after hours, for a matched lived experience peer worker with similar experience to call-back
- lived experience peer workers will provide emotional support delivered by telephone or online, as well as supporting the person’s capability to look after the person they are caring for

- the remote delivery of the service means the caller does not have to physically leave the person they are caring for alone and can stay in the comfort of their home.

This service contributes to Recommendation 31 of the Royal Commission which aims to ensure system-wide involvement of families, carers, and supporters, and the necessary steps to better support and recognise them. Please find more information on this recommendation [here](#).

Engagement purpose & timeframe

The Suicide Prevention and Response Office and the Lived Experience Branch in the Department of Health (department) are undertaking a codesign process to develop the model of care for the statewide peer call-back service. The codesign process will involve two stages:

| Current Stage 1: October 2023 – November 2023 |
|--|
| <p>A series of engagement activities to validate the Royal Commission’s recommendations for service delivery and to develop principles, philosophies and a prototype model of care using a codesign approach</p> <p>Output: A prototype service model.</p> <p><i>Current stage: This request for Expressions of Interest is for Stage 1</i></p> |
| Next Stage 2: January 2023 – February 2023 |
| <p>A series of engagement activities to continue to test and further refine the prototype model of care.</p> <p>Participants from Stage 1 will be invited to participate in Stage 2.</p> <p>Output: A final model of care that will inform tender specifications for a Request for Tender that will be released at a later stage to engage a provider to deliver the statewide peer call-back service.</p> |

Lived and living experience recruitment needs

Tandem and the department welcome a diversity of lived/living experience views and perspectives from individuals throughout Victoria. This includes individuals from diverse backgrounds including First Nations peoples, multicultural/multifaith communities, LGBTQIA+ communities, neurodiverse people and people who live with a disability. We’re seeking expressions of interest from individuals with the following carer, family or supporter lived and living experience:

- lived experience of caring for someone experiencing suicidal behaviour
- lived experience of being bereaved by suicide
- lived experience of caring for someone experiencing challenges with alcohol or other drugs

- lived experience of accessing or using similar telephone or call-back services
- lived experience of working in or providing similar telephone or call-back services
- family, carer and supporter peer workers with experience of supporting people caring for a person experiencing suicidal behaviour or bereaved by suicide
- prior experience in codesign will be beneficial but not required.

Stage 1: Engagement schedule and format – Oct to Nov 2023

A series of online engagement activities to validate the Royal Commission’s recommendations for service delivery and to codesign principles, philosophies and a prototype model of care.

ENGAGEMENT OPPORTUNITY 1: CODESIGN TO DEVELOP THE MODEL OF CARE FOR THE STATEWIDE PEER CALL-BACK SERVICE – WORKSHOPS

A pre-briefing session followed by a 3-part workshop series with up to 12 individuals with carer, family, supporter lived experience

Updated engagement schedule*

- **Workshop 1: Tues 14 Nov 2023 – 11:30am to 2pm (2.5 hrs)**
- **Workshop 2: Tues 21 Nov 2023 – 11:30am to 2pm (2.5 hrs)**
- **Workshop 3: Tues 28 Nov 2023 – 11:30am to 2pm (2.5 hrs)**

**Please note: This is the updated engagement schedule version 2. Previously promoted dates no longer apply.*

Location/Format: Online

Make-up of the workshop group

Tandem and the department are seeking EOIs for up to 12 x participants with carer, family, supporter lived experience from the following community stakeholder groups:

- Tandem Participation Register members
- Tandem Carer Support Services staff
- First Nations people
- Carer Lived Experience Workforce (CLEW) Network members
- SHARC/APSU Register members

Remuneration schedule

- **\$231.00 (half day rate – up to 4 hours) total per scheduled session**
- **Total 3 x half day payments for the workshop series**



ENGAGEMENT OPPORTUNITY 2: CODESIGN TO DEVELOP THE MODEL OF CARE FOR THE STATEWIDE PEER CALL-BACK SERVICE – 1:1 CONVERSATIONS

Up to 5 lived experience individual conversations (1.5 hrs) to be held between Wednesday 22 November and Monday 4 December 2023.

***These 1:1 Conversations are for people who are not comfortable participating, or are unable to participate, in the workshop setting**

****Please let us know your availability in your EOI – in order of preference – for up to 3 x date and time options**

03/11/2023: Update note: These timeslots have been allocated to individually selected participants

Location/Format: Online

Remuneration schedule:

- \$231.00 (half day rate – up to 4 hours) total per scheduled session
- Total 1 x half day payment

Accessibility

These engagements will be held online to enable greater participation for Register participants in regional Victoria, and those that cannot travel due to injury, illness, disability, or caring responsibilities.

- You will need a computer/tablet/mobile phone and a stable internet connection to join. Tandem may be able to assist in providing internet access at the Tandem Office in Abbotsford and/or searching for IT support services available at your local library
- Please include any access needs in your EOI or feel free to contact the Tandem Participation Register Coordinator to discuss – phone 03 8803 5555 or email mhcregister@tandemcarers.org.au

Remuneration

Lived experience engagement at the 'Collaborate/Codesign' remuneration rate:

- \$231.00 (half day rate – up to 4 hours) total per scheduled session
- Payment for a 4-hour block includes the scheduled engagement, as well as any pre-session preparation and any post-session contribution, evaluation or feedback
- EFT Payment processing ASAP within 14 business days of each scheduled session

Expression of Interest (EOI) format and support options:

Please see pages 6 to 8 for full detail about how to express your interest

- **Preferred format:**
 - Please email your brief EOI to the Tandem Participation Register
 - Written responses, video or audio recordings will be accepted
- **Alternatively, for Register members who don't feel comfortable, or are unable to, record an EOI response in written or spoken English:**
 - please contact the Tandem Participation Register to schedule an EOI Session (about 20 minutes) within the application period
 - we can capture you EOI over the phone, Microsoft Teams or Zoom
 - please note the Tandem Register is a small team and we ask that EOI phone sessions are reserved for Register members who need to this accommodation

Expression of Interest (EOI) close date and time:

10am, Tuesday 3 October 2023

Next steps – How to Express your Interest as a Tandem Participation

Register member:

Step 1

Please send your brief Expression of Interest (EOI) with subject line ***Codesign to develop the model of care for the statewide peer call-back service*** in a reply email (written, video or audio recording) to mhcregister@tandemcarers.org.au by **10am, Tuesday 3 October 2023** including a brief response to **questions 1 to 8 (see pages 6 to 8)**:

1. Your full name*
2. Your preferred pronouns (he/him – she/her – they/them – prefer not to say)*
3. Your age/age range*
4. Your email address*
5. Your phone number*
6. Please let us know your current availability to commit to Engagement Opportunity 1 OR Engagement Opportunity 2 as per the schedule/format below:

ENGAGEMENT OPPORTUNITY 1: CODESIGN TO DEVELOP THE MODEL OF CARE FOR THE STATEWIDE PEER CALL-BACK SERVICE – WORKSHOPS

Updated engagement schedule*

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- Workshop 3: Tues 28 Nov 2023 – 11:30am to 2pm (2.5 hrs)

**Please note: This is the updated engagement schedule version 2. Previously promoted dates no longer apply.*

Location/Format: Online

OR:

ENGAGEMENT OPPORTUNITY 2: CODESIGN TO DEVELOP THE MODEL OF CARE FOR THE STATEWIDE PEER CALL-BACK SERVICE – 1:1 CONVERSATIONS

***These 1:1 Conversations are for people who are not comfortable with participating, or are unable to participate, in a workshop setting**



****Please let us know your availability in your EOI – in order of preference – for up to 3 x date and time options**

03/11/2023: Update note: Timeslots have been allocated to individual participants

Location/Format: Online

7. A few words (up to 250 words) about why you would like to contribute this project?*

- *Please refer to the 'Lived and Living experience recruitment needs' on pages 2 to 3*
- *Bullet points are fine – we just need to know your lived experience is relevant to this engagement opportunity*

8. Intersectional identity/diverse communities – optional inclusion*

We welcome carers, family and supporters from diverse backgrounds to share perspectives from their own, unique lived and living experiences. If you and the person you support are happy to share – please let us know if you, or the person you support, identify with any intersectional identities or communities including:

- **First Nations Peoples, multicultural/multifaith communities (let us know your cultural background), LGBTQIA+, non-binary, and gender diverse communities, disability communities, neurodiverse communities, and any other community group not listed here.**

Step 2

- The Tandem Register will be in touch as soon as possible, within a week of the EOI close date to notify the outcome (selected or not selected)
- If you are selected to participate in this engagement opportunity, Tandem will send you a detailed 'confirmation of selection' email to confirm your selection and current availability, and all upcoming engagement details, including the schedule and format, support available and applicable remuneration amount, as per this document
- Following confirmation of selection, the codesign provider will email you directly on behalf of the department, throughout the engagement process, such as: Calendar invitation(s) and online meeting link(s), pre-reading, privacy and consent statement, engagement updates, feedback and evaluation

**Personal information and privacy notes:*

- *Outcome notification following the Expression of Interest process (selected or not selected) will be emailed by the Tandem Participation Register mhcregister@tandemcarers.org.au*



- Selected participants' full name, email address, phone number, basic demographic data and optional intersectional identity information will be provided to the Department. This data will be deidentified and used for project planning purposes only.
- The Department will use your contact information (primarily email) for all engagement communication such as official calendar invitations, online meeting links (zoom), engagement updates, pre-reading, evaluation and feedback.

How to Express your Interest if you're not a Tandem Participation Register Member yet ...

- Please find out more about eligibility and how to join online tandemcarers.org.au/register
- We encourage you complete the Online Application Form tandemcarers.org.au/register however you're welcome to submit an Expression of Interest (EOI) to participate in your first engagement opportunity without joining the Register
- If you're selected to participate in this engagement, we'll contact you to capture your payment details, give you an overview on the how the Register works, and discuss the option to join the Tandem Participation Register for future engagement opportunities

Contact

If you have any questions about this lived and living experience engagement opportunity, please contact the Tandem Participation Register Coordinator:

Phone (03) 8803 5555 | Email mhcregister@tandemcarers.org.au

Register Engagement Opportunities – Accessibility, safety, and support

Tandem and the department aim to provide safe and meaningful engagement opportunities. We recognise contributing lived and living experience insights to projects can be challenging, as it prompts all involved – including participants and facilitators – to reflect on our experiences in the mental health system.

We encourage all Tandem Register members to make the most of the support available through the Tandem Participation Register, at any stage throughout (before, during and after) the engagement process.

Accessibility

- *Please include any access needs in your EOI or feel free to contact the Tandem Participation Register Coordinator to discuss – phone 03 8803 5555 or email mhcregister@tandemcarers.org.au*
- *The format of these engagement opportunities will be held online to enable greater participation for Register participants in regional Victoria, and those that cannot travel due to illness, injury, disability or/or caring responsibilities*
- *You will need a computer/tablet/smart phone, stable internet connection, email account and access to Zoom to fully participate. Tandem may be able to assist in providing internet access at the Tandem Office in Abbotsford and/or searching for IT support services available at your local library*
- *Participant contributions will be accepted verbally during the online discussion and in writing via the online meeting chat, and by email up to a week after the session. Post-session feedback or additional contribution can be forwarded on your behalf, with your details included or anonymously.*

Peer support

- *Tandem Peer Support will be made available for these engagement opportunities. Selected participants will be provided with further information regarding the Peer Support available, and how to access support during and after the session.*
- *Tandem members are also encouraged to contact the [1800 Tandem Support and Referral Line](#) – Monday to Friday, 9am and 5pm – visit our website or the next page of this document for more detail*

Tandem Support and Referral Line - 1800 314 325

The Tandem Support and Referral Line provides support, information and referral to the family members, friends and carers of people living with mental health challenges

Tandem encourages all Register members to use this support service

You can call us for free between Monday to Friday, 9am-5pm, to:

- Speak with someone who understands your situation
- Seek general advice, advocacy and information on services to meet your needs
- Seek support with NDIS access and plan issues

Who can call the Tandem Support and Referral Line?

Family members or friends who are supporting a person with mental health issues are eligible to use Tandem's Support and Referral Service.

If you are a [Tandem member](#) (in addition to Register membership), you also have access to individual advocacy, support and referral through an Advisor. This may include:

- Assisting family and friends to understand their rights and responsibilities under relevant legislation and service policies and procedures
- Empowering members to advocate effectively on their own behalf and
- Providing family and friends with appropriate referrals.

Family and friends can access this support and referral service by becoming a [member](#) of Tandem.

More information

Visit [Support and Referral Line \(tandemcarers.org.au\)](https://tandemcarers.org.au) | Call [1800 314 325](tel:1800314325) |

Email info@tandemcarers.org.au

Please note that we are not a crisis service. If you or someone else may be at risk of suicide please contact: Lifeline [13 11 14](tel:131114) - Suicide Helpline [1300 651 251](tel:1300651251) - Kid's Help Line [1800 55 1800](tel:1800551800)

Other Support Providers

Lifeline: 13 11 14 (24/7 crisis support)
www.lifeline.org.au

SuicideLine Victoria: 1300 651 251 (24/7 crisis support)
www.suicideline.org.au

First Nations:
13YARN crises support line: 13 92 76 (24/7 crisis support)
www.13yarn.org.au

Thirrili postvention suicide support: 1800 805 801 (24/7 crisis support)
www.thirrili.com.au/postvention-support

Kid's Help Line: 1800 55 1800 (24/7 crisis support)
www.kidshelpline.com.au

LGBTIQA+:
Rainbow Door (Switchboard): 1800 729 367 (10am-5pm, everyday)
www.rainbowdoor.org.au

QLife: 1800 184 527 (3pm - midnight, everyday)
[www.qlife.org.au](http://www qlife.org.au)